CIVIC STATION UNIVERSAL CORE

Legislative Institution Core

Lawmaking, oversight, records, and public trust

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Jeremy Levan
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Civic Station Universal Core
Jeremy Levan
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Table of Contents

1. Selected Source Materials
    1. Operational Enterprise Records Governance Systems Handbook
    2. Institution Coverage Matrix
    3. Universal Information Governance Records Management Framework
    4. Universal Core Records Governance Framework
    5. Universal Core Records Governance Framework
    6. Legislature Pathway
    7. Operational Records Management Systems Handbook
    8. Community Trust Systems Handbook
    9. Leadership Accountability Systems Handbook
    10. Appendix A Universal Core Architecture Map
    11. - Civic Station Foundation Understanding Civic Systems

Main Content

Selected Source Materials

> This section presents selected source materials related to the purpose of this volume.

Operational Enterprise Records Governance Systems Handbook

OM-1324 Operational Enterprise Records Governance Systems Handbook

Purpose

The Operational Enterprise Records Governance Systems Handbook establishes a framework for governing the creation, classification, retention, protection, retrieval, archival, and lawful disposition of enterprise records. Records governance ensures that Civic Stations maintain trustworthy records that support accountability, operational continuity, historical preservation, compliance, and informed decision-making throughout the organization.

Objectives

- Govern enterprise records throughout their complete lifecycle. •

Establish consistent records management standards. • Protect the authenticity and integrity of official records. • Improve retrieval and accountability for organizational information. • Support mission success through disciplined records stewardship.

Records Governance Principles

1. Official records are enterprise assets requiring stewardship.

2. Records should be authentic, reliable, complete, and accessible.

3. Classification and retention should follow documented policies.

4. Sensitive records should receive appropriate protection.

5. Disposition should be authorized, documented, and auditable.

6. Continuous review strengthens organizational accountability.

Records Governance Lifecycle

1. Create or receive official records.

2. Classify records according to governance policies.

3. Apply retention schedules and security controls.

4. Maintain accessibility during active use.

5. Archive records with long-term value.

6. Authorize lawful disposition of expired records.

7. Review governance effectiveness and capture lessons learned.

8. Repeat the records governance cycle.

Records Governance Focus Areas

Examples include: • Administrative records • Financial records • Personnel records • Operational records • Legal and compliance records • Historical archives • Retention schedules • Audit documentation

Management Practices

Organizations should: • Maintain documented records governance policies.

- Assign custodians for critical record collections. • Preserve audit

trails and disposition authorizations. • Conduct recurring records governance reviews. • Coordinate records management across Civic Stations. • Align records governance with enterprise strategy.

Measures of Success

Effective records governance may be reflected by: • Improved record accessibility • Stronger compliance and accountability • Reduced records management risk • Better preservation of organizational history • More efficient audits and investigations • Sustained mission fulfillment

Relationship to Other Manuals

OM-1324 builds upon OM-1323 Operational Enterprise Digital Knowledge Preservation Systems by establishing governance for both digital and physical enterprise records throughout their lifecycle. It establishes the foundation for future manuals covering Enterprise Digital Archives, Enterprise Archival Operations, and the continued evolution of Civic Stations.

End of OM-1324

Institution Coverage Matrix

CSA-004 — Institution_Coverage_Matrix Version: Draft 0.1
Series: Civic Station Architecture

1. PURPOSE

This document defines the institutional scope of the Civic Station Universal Core. Rather than organizing knowledge only by topic, it identifies every major type of civic institution that should be able to use the library.

The objective is to ensure that no major civic organization is unintentionally left without appropriate guidance.

2. DESIGN PRINCIPLE

The Universal Core should provide foundational guidance that applies broadly, while institution-specific procedures can be added as supplements where laws or structures differ.

3. PRIMARY INSTITUTION FAMILIES

A. Elected Government

- City Council
- County Commission
- Township Board
- Village Board
- State Legislature
- Tribal Governing Body

B. Executive Offices

- Mayor
- County Executive
- City Manager
- Township Administrator
- Governor's Office (universal concepts only)

C. Administrative Departments

- Clerk
- Finance
- Human Resources
- Information Technology
- Public Works
- Parks and Recreation
- Planning
- Code Enforcement

D. Public Safety

- Fire
- EMS
- Emergency Management
- Law Enforcement (administrative functions)
- Public Safety Communications

E. Justice System

- Courts
- Court Administration
- Clerk of Court

- Jury Administration
- Probation Administration

F. Community Institutions

- Libraries
- Public Schools
- School Boards
- Community Centers
- Public Health

G. Infrastructure Organizations

- Water Utilities
- Wastewater Utilities
- Transportation
- Streets
- Fleet
- Facilities
- Stormwater

H. Regional and Intergovernmental

- Councils of Governments
- Regional Planning
- Shared Services
- Mutual Aid Organizations

4. COVERAGE STATUS

Each institution should eventually receive:

- Foundational orientation

- Operational guidance
- Leadership guidance
- Public interaction guidance
- Continuity guidance
- Improvement guidance
- Cross-agency coordination guidance

5. GAP IDENTIFICATION

For every institution ask:

- Can a new employee understand their role?
- Can a new elected official become effective?
- Can a citizen understand how to interact with it?
- Can the organization survive leadership turnover?
- Can it coordinate effectively with others?

Any "No" answer indicates a future development priority.

6. RELATIONSHIP TO THE OM SERIES

This matrix does not assign OM numbers.

Instead, it serves as the reference against which future OM proposals should be evaluated to ensure balanced institutional coverage.

7. SUCCESS CRITERION

The Civic Station Universal Core should eventually contain enough universal knowledge that every major civic institution can identify its role within the system and locate the guidance needed to operate responsibly, transparently, and effectively.

Universal Information Governance Records Management Framework

CSA-111 — Universal Information Governance Records Management Framework Version: Draft 0.1 Series: Civic Station Architecture Status: Architecture Planning Document

1. PURPOSE

This framework establishes a standardized approach for creating, classifying, retaining, protecting, retrieving, archiving, and disposing of governance records throughout their lifecycle while preserving authenticity, integrity, and accountability.

2. OBJECTIVES

- Preserve official records.
- Support transparency and accountability.
- Ensure appropriate retention.
- Protect sensitive records.
- Enable efficient retrieval.
- Align records management with the Universal Core architecture.

3. RECORDS MANAGEMENT PRINCIPLES

Records management shall be:

- Authentic
- Reliable

- Complete
- Secure
- Traceable
- Governed

4. RECORDS MANAGEMENT MODEL

Each record should include:

- Record identifier
- Classification
- Record owner
- Creation date
- Retention schedule
- Security classification
- Version history
- Storage location
- Disposition status
- Audit history

5. RECORDS LIFECYCLE

Records management includes:

- Creation
- Classification
- Storage
- Protection
- Access
- Retention

- Archiving
- Lawful disposition

6. RECORDS CONTROLS

Organizations may implement:

- Records repositories
- Retention schedules
- Classification standards
- Access controls
- Audit logging
- Automated disposition workflows

7. PERFORMANCE INDICATORS

Organizations should monitor:

- Record retrieval time
- Retention compliance
- Classification accuracy
- Unauthorized access events
- Archive completeness
- Disposition accuracy

8. GOVERNANCE

Leadership shall approve records policies, assign records custodians, oversee retention schedules, allocate preservation resources, review compliance, and ensure records remain trustworthy and accessible.

9. CONTINUAL IMPROVEMENT

Records management should improve through audits, regulatory updates, technology modernization, user feedback, lifecycle reviews, and lessons learned.

10. SUCCESS CRITERION

Every Civic Station deployment should maintain a governed information governance records management framework that preserves institutional records, supports accountability, and strengthens the Universal Core through consistent lifecycle management.

Universal Core Records Governance Framework

CSA-2301 Civic Station Architecture Universal Core Records Governance Framework

Purpose

This document establishes the Universal Core Records Governance Framework for the Civic Station Universal Core. It defines enterprise standards for governing organizational records through clear ownership, stewardship, policies, classification standards, accountability, compliance, and oversight so official records remain authentic, reliable, accessible, and legally compliant.

Definition

Universal Core Records Governance is the enterprise process of directing, controlling, and overseeing the creation, maintenance, retention, protection, and disposition of official organizational records throughout their lifecycle.

Objectives

- Establish clear authority for enterprise records decisions.
  - Define

records ownership and stewardship responsibilities. • Promote consistent records policies and standards. • Strengthen compliance, accountability, and oversight. • Encourage continual governance improvement.

Guiding Principles

1. Records governance shall support organizational strategy.

2. Ownership and stewardship responsibilities shall be clearly

assigned.

3. Enterprise standards shall be consistently applied.

4. Records risks shall be monitored throughout the lifecycle.

5. Governance practices shall evolve through continual improvement.

Records Governance Domains

Governance Structure - Executive oversight - Records governance committee - Stewardship roles - Decision authority

Policies and Standards - Records policies - Classification standards - Retention schedules - Disposition standards

Stewardship and Accountability - Records ownership - Custodian responsibilities - Quality accountability - Lifecycle oversight

Compliance and Risk - Regulatory compliance - Audit coordination - Privacy oversight - Exception management

Governance Improvement - Governance metrics - Benchmarking - Lessons learned - Continuous refinement

Records Governance Process

1. Establish governance structure.

2. Define enterprise records policies and standards.

3. Assign ownership and stewardship responsibilities.

4. Monitor compliance, quality, and organizational risk.

5. Review governance effectiveness.

6. Resolve governance issues and improvement priorities.

7. Continually improve governance practices.

Records Governance Review Questions

- Are ownership responsibilities clearly defined?
- Are records standards consistently applied?
- Are retention requirements being followed?
- Are compliance obligations being met?
- What governance improvements should be prioritized?

Characteristics of Effective Records Governance

- Strategic • Transparent • Accountable • Consistent • Compliant •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2300 Universal Core Records Management Architecture Framework

It complements the Data Management, Technology, Information, Knowledge, Risk, Quality, Performance, Resource, and Service Lifecycle architecture families by providing enterprise governance for official organizational records.

Editorial Guidance

Records governance should ensure that official organizational records are managed through disciplined stewardship, consistent standards, and clear accountability. Civic Stations should coordinate governance across departments so records remain trustworthy, accessible, compliant, and valuable throughout their lifecycle.

End of CSA-2301

Universal Core Records Governance Framework

CSA-2471 Civic Station Architecture Universal Core Records Governance Framework

Purpose

This document establishes the Universal Core Records Governance Framework for the Civic Station Universal Core. It defines the enterprise governance structure for directing, overseeing, controlling, and continually improving organizational records management to ensure records have clear ownership, accountability, transparency, protection, and alignment with mission objectives.

Definition

Universal Core Records Governance is the enterprise discipline of establishing ownership, authority, accountability, oversight, and decision-making structures for managing organizational records throughout their lifecycle.

Objectives

- Establish enterprise governance for records management. • Define

records ownership and accountability. • Ensure records decisions support organizational priorities. • Promote transparency and responsible oversight. • Strengthen continual records governance improvement.

Guiding Principles

1. Every record shall have defined ownership and responsibility.

2. Governance decisions shall be documented and transparent.

3. Records controls shall support reliability and accessibility.

4. Governance shall encourage collaboration across functions.

5. Governance practices shall continually improve.

Records Governance Domains

Governance Structure - Governance bodies - Organizational authority - Records policies - Oversight mechanisms

Ownership and Stewardship - Records ownership - Records responsibilities - Delegated authority - Accountability

Decision Management - Records decisions - Approval processes - Classification decisions - Governance records

Governance Monitoring - Governance reviews - Records oversight - Compliance reporting - Governance metrics

Governance Improvement - Lessons learned - Governance optimization - Best practices - Continuous refinement

Records Governance Process

1. Establish records governance.

2. Assign ownership and responsibilities.

3. Define decision-making authorities.

4. Monitor governance effectiveness.

5. Resolve governance issues.

6. Review governance performance.

7. Continually improve governance practices.

Records Governance Review Questions

- Are records owners clearly identified?
- Are governance decisions documented?
- Are responsibilities understood?
- Is oversight supporting effective records management?
- What governance improvements should be prioritized?

Characteristics of Effective Records Governance

- Accountable • Transparent • Consistent • Collaborative • Measurable •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2470 Universal Core Records Management Architecture Framework

It provides the governance foundation for Records Planning, Operations, Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Service, Quality, Risk, Data, Information, Knowledge, Technology, Resource, and Lifecycle architecture families.

Editorial Guidance

Records governance should ensure every organizational record has clear ownership, appropriate controls, effective oversight, documented accountability, and a structured path toward responsible management. Civic Stations should use records governance to strengthen transparency, institutional memory, reliability, and mission success.

End of CSA-2471

Legislature Pathway

Title: Legislature Pathway

Purpose: Help legislative participants explore governance, policy, standards, records, public participation, and oversight concepts.

Relationship to Universal Core: The library provides nonbinding civic-system references. Legislative rules, constitutional powers, enacted law, ethics requirements, and official counsel remain controlling.

Intended audience: Legislators, committee staff, legislative service offices, analysts, clerks, records staff, and public-engagement teams.

WHY THIS PATHWAY MAY BE RELEVANT

Legislative institutions connect representation, deliberation, lawmaking, oversight, budgeting, records, public input, and interbranch relationships.

Starting documents:

- CS-002 — Civic Station Standard
- CSF-0005 — Understanding Civic Systems
- CSA-009 — Governance and Change Control Framework
- CSA-2310 — Policy Management Architecture Framework
- CSA-2320 — Standards Management Architecture Framework

- CSA-2300 — Records Management Architecture Framework

Recommended next areas:

- Committee and deliberative processes
- Public participation and stakeholder engagement
- Policy lifecycle, implementation, and review
- Records, transparency, and institutional memory
- Budget, resource, and performance oversight

Related pathways:

- FEDERAL_GOVERNMENT_PATHWAY.txt
- STATE_GOVERNMENT_PATHWAY.txt
- CITY_COUNCIL_PATHWAY.txt
- CITIZEN_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Operational Records Management Systems Handbook

OM-1133 Operational Records Management Systems Handbook

Purpose

The Operational Records Management Systems Handbook establishes a framework for creating, organizing, retaining, archiving, and disposing of operational records throughout Civic Station activities. Effective records management supports accountability, transparency, continuity, and efficient access to historical information while ensuring records remain reliable and authentic.

Objectives

- Preserve important organizational records. • Improve consistency in

recordkeeping. • Support operational accountability. • Protect institutional memory. • Establish orderly record retention and disposal practices.

Records Management Principles

1. Maintain complete and accurate records.

2. Classify records consistently.

3. Preserve records according to their operational value.

4. Protect records from unauthorized alteration.

5. Ensure records remain accessible to authorized users.

6. Dispose of records responsibly when retention periods end.

Records Lifecycle

1. Create or receive a record.

2. Classify and label the record.

3. Store it in an approved location.

4. Maintain and update when appropriate.

5. Retain according to established schedules.

6. Archive records with long-term value.

7. Dispose of expired records responsibly.

8. Periodically review records management practices.

Typical Record Categories

Examples include: • Governance records • Meeting minutes • Policies and procedures • Project documentation • Training records • Financial records • Volunteer administration records • Historical archives

Records Management Practices

Organizations should: • Define record ownership. • Use consistent naming conventions. • Apply version control where appropriate. • Maintain searchable indexes. • Perform periodic records reviews. • Document retention and disposal actions.

Measures of Success

Records management effectiveness may be evaluated through: • Faster record retrieval • Improved record accuracy • Reduced duplicate records

- Successful audits • Better historical preservation • Increased

operational confidence

Relationship to Other Manuals

OM-1133 builds upon OM-1132 Operational Digital Governance Systems by establishing how operational records are managed throughout their lifecycle, regardless of whether they are physical or digital. It provides the foundation for future manuals covering analytics, business intelligence, enterprise architecture, and information stewardship.

End of OM-1133

Community Trust Systems Handbook

OM-1008 Community Trust Systems Handbook

Purpose

The Community Trust Systems Handbook establishes practices that help Civic Stations earn, strengthen, and maintain the confidence of volunteers, community members, partner organizations, and the public. Trust is built through consistent actions over time and serves as the foundation for long-term community engagement.

Guiding Principles

1. Be honest and transparent.

2. Follow through on commitments.

3. Treat everyone fairly and respectfully.

4. Listen before responding.

5. Admit mistakes and correct them promptly.

6. Protect the community’s interests.

7. Build relationships through service.

Foundations of Trust

Community trust grows through: • Reliable communication • Consistent ethical behavior • Responsible stewardship of resources • Openness to feedback • Competent leadership • Visible community service • Respectful collaboration

Trust-Building Practices

- Communicate project progress regularly. • Welcome questions from the

community. • Encourage volunteer participation. • Explain important decisions. • Recognize contributions publicly when appropriate. • Resolve concerns professionally. • Deliver on realistic commitments.

Responding to Loss of Trust

When trust has been damaged: 1. Acknowledge the concern. 2. Gather accurate information. 3. Communicate honestly. 4. Correct mistakes where possible. 5. Implement improvements. 6. Follow up with affected stakeholders. 7. Demonstrate sustained improvement over time.

Measuring Community Trust

Indicators may include: • Volunteer retention • Community participation

- Partner engagement • Constructive feedback • Project completion •

Public confidence • Positive working relationships

Continuous Improvement

Trust should be viewed as an ongoing responsibility. Civic Stations should periodically review their communication, governance, ethics, and accountability systems to identify opportunities for strengthening community confidence.

Relationship to Other Manuals

OM-1008 builds upon the Governance Architecture by connecting transparency, accountability, ethics, and conflict resolution into a comprehensive approach for building lasting community trust. It prepares for OM-1009 Leadership Accountability Systems.

End of OM-1008

Leadership Accountability Systems Handbook

OM-1009 Leadership Accountability Systems Handbook

Purpose

The Leadership Accountability Systems Handbook defines how Civic Station leaders remain accountable to the mission, volunteers, and the communities they serve. Leadership is viewed as a responsibility to support others, steward resources, and encourage continuous improvement rather than a position of privilege.

Guiding Principles

1. Leaders serve the mission first.

2. Authority carries responsibility.

3. Decisions should be transparent whenever practical.

4. Leaders should model the standards they expect.

5. Constructive feedback strengthens leadership.

6. Accountability is continuous, not occasional.

7. Leadership development should prepare future leaders.

Leadership Responsibilities

Leaders are expected to: • Support volunteers. • Communicate clearly. • Make informed decisions. • Protect community resources. • Encourage collaboration. • Resolve issues fairly. • Develop future leaders.

Accountability Framework

Leadership accountability should include: • Clearly defined responsibilities. • Measurable objectives. • Regular progress reviews. • Volunteer feedback. • Documentation of significant decisions. • Continuous improvement planning.

Review Process

A periodic leadership review may consider: 1. Progress toward organizational goals. 2. Communication effectiveness. 3. Volunteer engagement. 4. Ethical conduct. 5. Stewardship of resources. 6. Problem-solving effectiveness. 7. Community trust indicators.

Responding to Performance Concerns

When concerns arise: • Gather objective information. • Discuss concerns respectfully. • Identify root causes. • Agree on corrective actions. • Provide mentoring or additional training. • Review progress over time.

Leadership Succession

Healthy organizations prepare future leaders by documenting knowledge, providing mentoring opportunities, encouraging shared responsibility, and developing capable successors before leadership transitions become necessary.

Relationship to Other Manuals

OM-1009 concludes the opening Governance Architecture sequence by integrating governance, decision-making, authority, transparency, accountability, conflict resolution, ethics, and community trust into a comprehensive leadership accountability framework. It establishes the foundation for the upcoming Operating Model series beginning with OM-1100.

End of OM-1009

Appendix A Universal Core Architecture Map

Title: Appendix A — Universal Core Architecture Map

Purpose: Show how the publication layers relate without combining their documents.

Relationship to Universal Core: This map is a publication-support view of the architecture described by CSF-0006, CSF-0017, CSF-0018, and CSA-002.

FOUNDATION LAYER

CS standards define Civic Station fundamentals. CSF documents explain the library's purpose, organization, navigation, publication, and stewardship.

CS + CSF | v

ARCHITECTURE LAYER

CSA documents map systems and provide reusable framework families.

| v

OPERATIONS LAYER

OM documents provide practical manuals for roles, programs, services, and recurring work.

| v

REFERENCE LAYER

Indexes, glossaries, appendices, and navigation guides help users select documents without changing their identities.

| v

PRINT AND DIGITAL PACKAGES

Packages are selected distributions of the same independent modules. A city packet, library collection, or print binder is a view of the archive, not a new combined source document.

AUTHORITY AND DERIVATION

- Source documents remain authoritative.
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- Indexes point to source documents.
- Print packages reproduce source documents.
- Historical versions remain separate.
- Reserved identifiers remain empty.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

- Civic Station Foundation Understanding Civic Systems

CSF-0005

Civic Station Foundation Understanding Civic Systems

Purpose

The Civic Station Foundation Understanding Civic Systems document introduces the basic concept of civic systems and explains why communities benefit from understanding how different systems interact.

Communities are not built from a single organization or service. They are networks of connected people, institutions, resources, responsibilities, decisions, and activities that work together over time.

Understanding these connections helps individuals and organizations identify opportunities for cooperation, improvement, and responsible participation.

What Is a Civic System?

A civic system is a collection of connected activities, responsibilities, organizations, resources, and processes that support the needs and functions of a community.

Examples include:

- Government systems
- Infrastructure systems
- Public safety systems

- Education systems
- Health systems
- Economic systems
- Environmental systems
- Community support systems

Each system has its own responsibilities, but systems often depend on one another.

Why Understanding Systems Matters

Many community challenges are not caused by a lack of effort. They may result from:

- Poor communication
- Unclear responsibilities
- Limited coordination
- Missing information
- Resource challenges
- Lack of shared understanding

Understanding systems helps communities ask better questions:

- Who is responsible?
- What resources are available?
- How does this connect to other systems?
- What information is needed?
- How can improvement be measured?

Communities as Connected Networks

A community can be viewed as a network:

People ↓ Families and Neighborhoods ↓ Organizations and Institutions ↓ Local Government ↓ Regional and State Systems ↓ National Systems

Each level influences the others.

Strong communities recognize these connections and encourage cooperation between different parts of the network.

The Role of Civic Knowledge

Civic knowledge helps people:

- Understand responsibilities
- Participate effectively
- Communicate clearly
- Identify solutions
- Collaborate with others
- Make informed decisions

Civic knowledge is not only about government. It is about understanding the systems that allow communities to function.

The Role of Stewardship

Civic stewardship means responsibly caring for the systems that support a community.

Stewardship includes:

- Learning how systems work
- Supporting responsible decisions
- Maintaining resources

- Encouraging cooperation
- Improving conditions for future generations

Everyone can contribute to civic stewardship.

Using the Universal Core

The Civic Station Universal Core organizes civic systems into understandable reference frameworks.

Users may explore:

- How systems are structured
- How responsibilities are organized
- How plans are developed
- How operations function
- How performance is evaluated
- How improvements are made

The goal is not to create complexity.

The goal is to make complexity easier to understand.

A Shared Reference

Civic Station Universal Core provides a common reference language so that different groups can communicate more effectively.

Citizens, organizations, institutions, and leaders may approach problems from different perspectives, but shared understanding creates opportunities for cooperation.

Archive Information

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Contact: universalcorecivics@gmail.com

Document Information

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CSF-0005

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Version Publication Foundation Development Edition

Reference and Library Connections

Topic and Source Finder

- Operational Enterprise Records Governance Systems Handbook
- Institution Coverage Matrix
- Universal Information Governance Records Management Framework
- Universal Core Records Governance Framework
- Universal Core Records Governance Framework
- Legislature Pathway
- Operational Records Management Systems Handbook
- Community Trust Systems Handbook
- Leadership Accountability Systems Handbook
- Appendix A Universal Core Architecture Map
- - Civic Station Foundation Understanding Civic Systems

Related Publications

- Elected Official Starter (CSUC-ELD-001)
- Mayor Office Core (CSUC-ELD-002)
- Civic Station Foundations (CSUC-FND-001)
- Core Reference Edition (CSUC-REF-001)